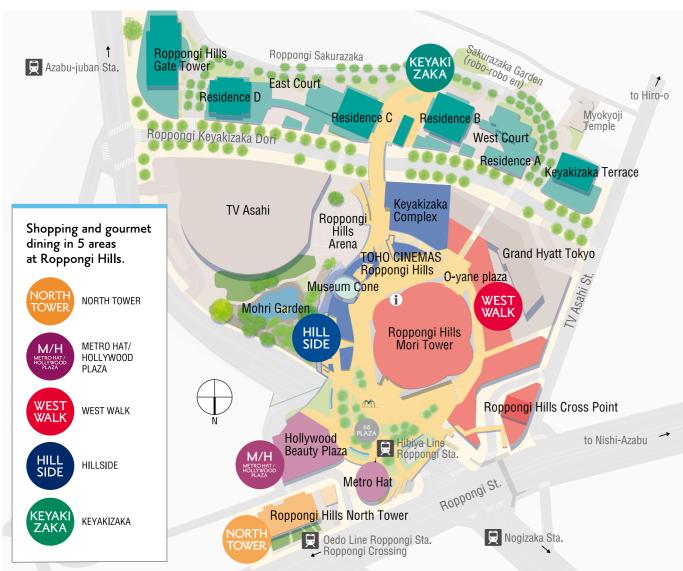
ENGLISH

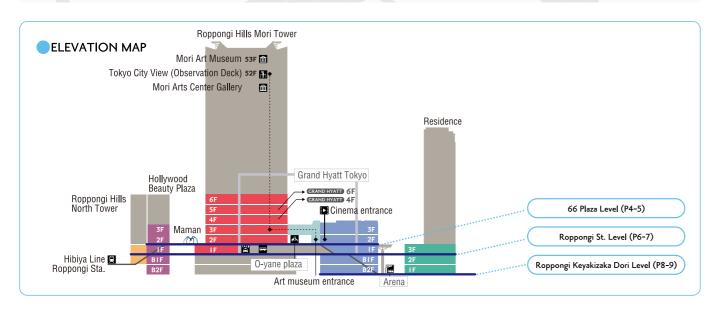
Information on facilities and services for all visitors and guests, including those with accompanying children, elderly guests, and disabled guests.

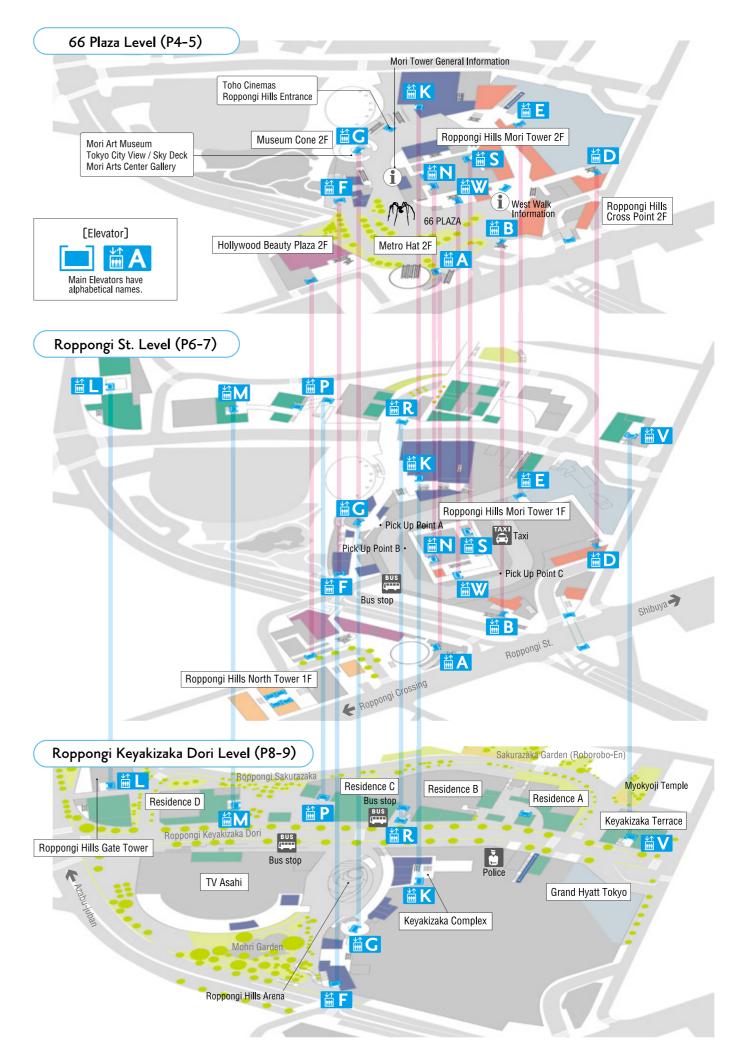


Roppongi Hills Facilities Map

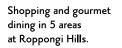
Roppongi Hills is located on an expansive site with gentle slopes. Shown are the three main levels which are accessible to wheelchairs and baby strollers.











































Public telephones

Mori Art Museum

























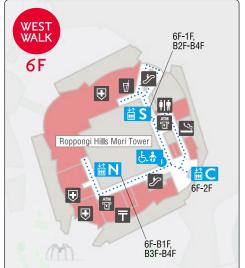
[Route for Wheelchairs and Baby Strollers]

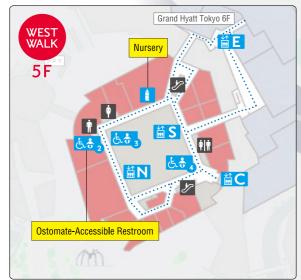


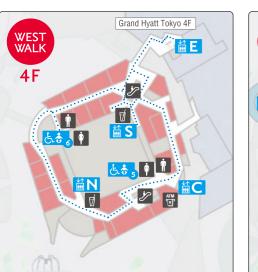
* Some manual doors and crosswalks have steps.

alphabetical names.

* This map shows the main routes drawn on the pattern diagram. The map does not show all the access routes and some parts have been simplified. The actual conditions supersede the descriptions contained in the map.













Grand Hyatt Tokyo

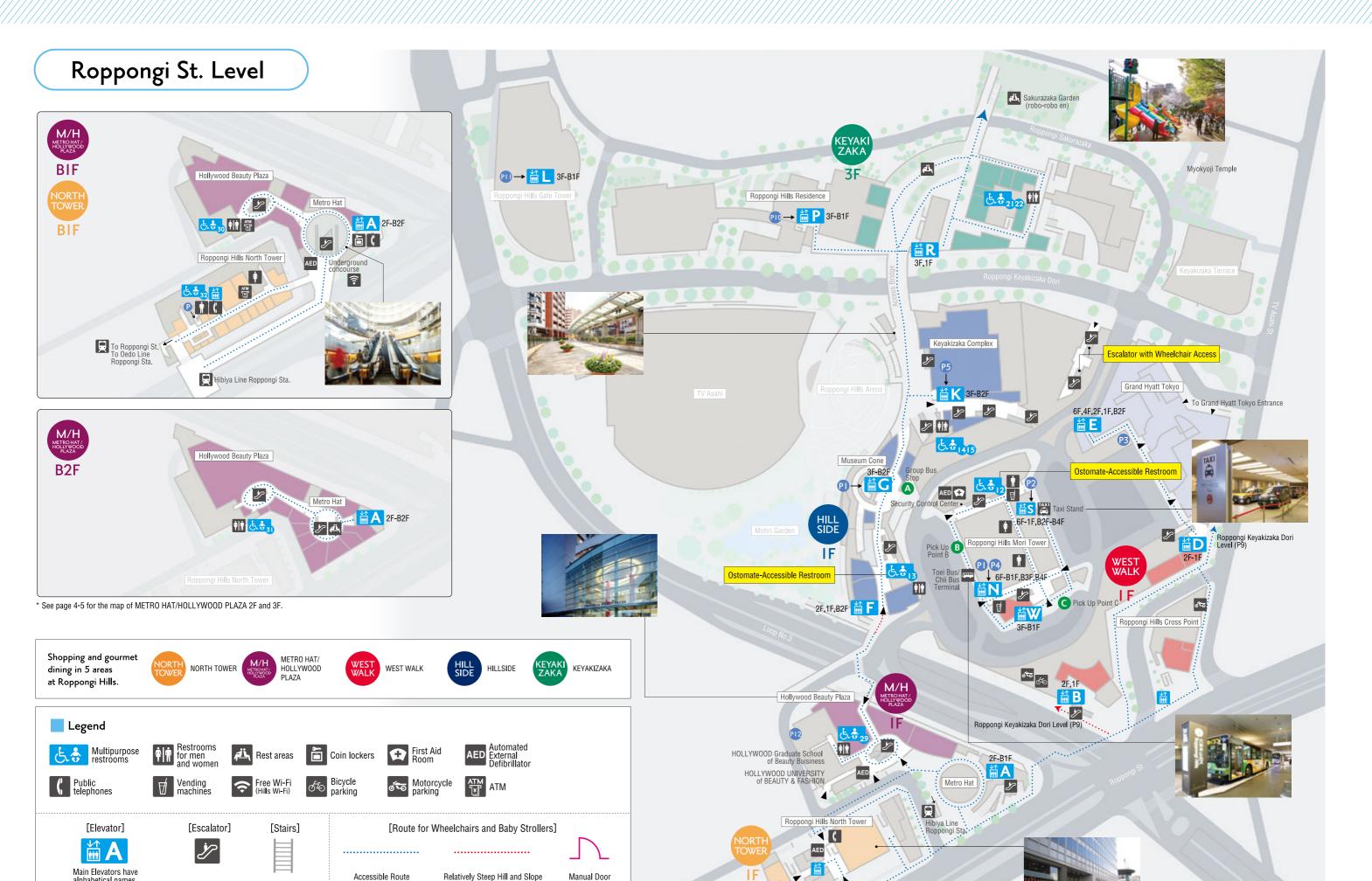
To Grand Hyatt Tokyo Lobby

WEST WALK

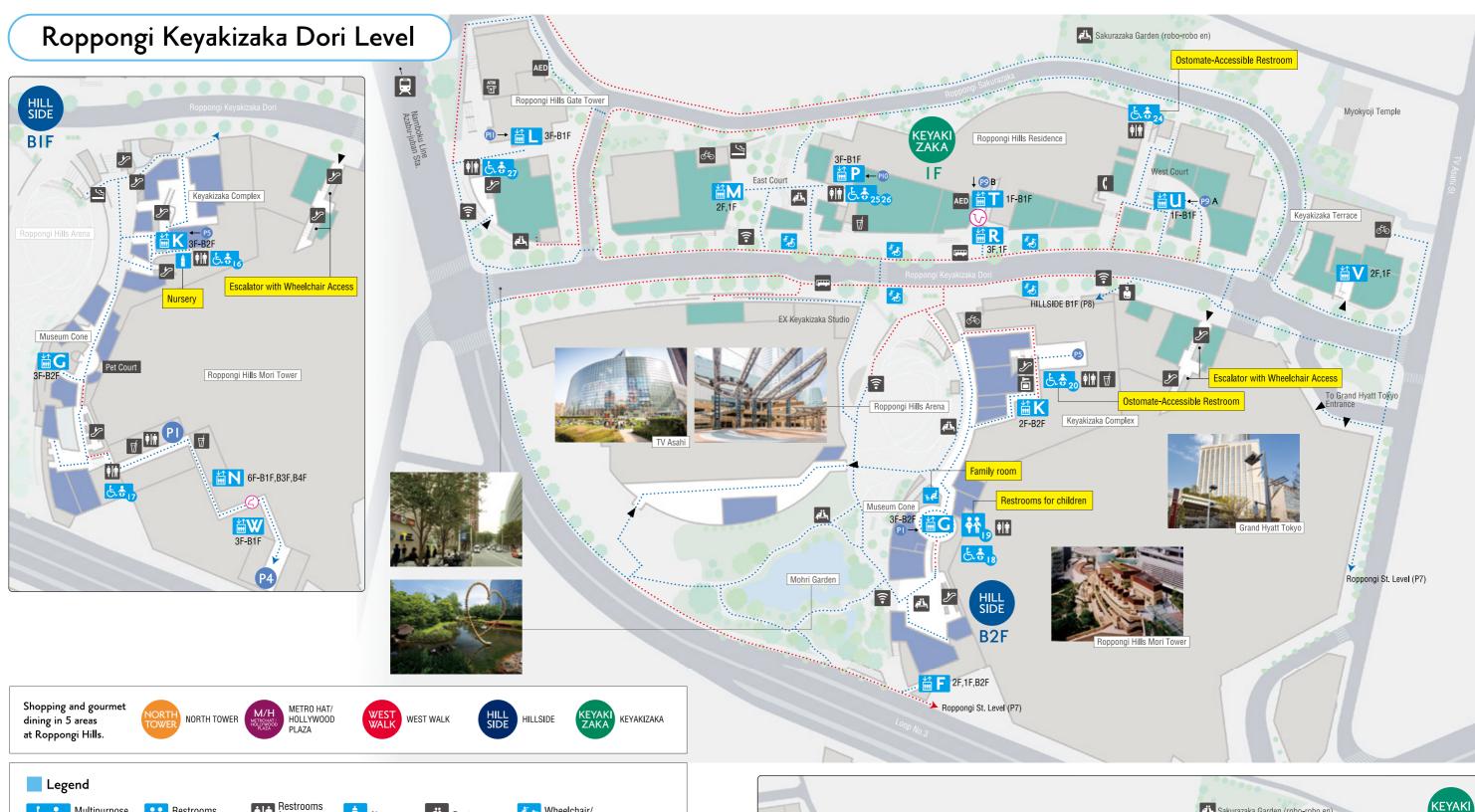
2F

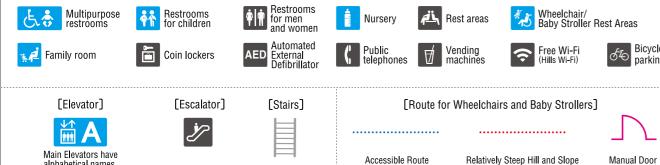
Roppongi Hills Cross Point

Ø ₩D



- * Some manual doors and crosswalks have steps.
- * This map shows the main routes drawn on the pattern diagram.
- The map does not show all the access routes and some parts have been simplified. The actual conditions supersede the descriptions contained in the map.





* Some manual doors and crosswalks have steps.

Roppongi Hills Gate Tower

2F

Roppongi Hills Residence

2F

Roppongi Hills Residence

3F-BIF

Roppongi Keyakizaka Dori

· ·

^{*} This map shows the main routes drawn on the pattern diagram. The map does not show all the access routes and some parts have been simplified. The actual conditions supersede the descriptions contained in the map.

Facilities and services

Various facilities and services are available at Roppongi Hills in order to create a safe and comfortable environment for all customers, including those with children, the elderly, and persons with disabilities.

(i) Information

Information desks are located on the 2nd floor at both Mori Tower and West Walk. If you have any questions or problems, please feel free to approach the information desk.

Mori Tower General Information (Mori Tower 2F)MAP P5

West Walk Information (WEST WALK 2F)MAP P5

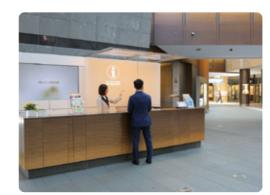
- · General information and inquiries
- · Inquiries and registration for HILLS APP / HILLS CARD
- Lost child/person assistance
- · Availability of pamphlets etc.
- Lost property storage
- Writing Communication board
- Wheelchair/baby stroller rental
- *The West Walk information desk does not provide HILLS APP / HILLS CARD customer center services or wheelchair/baby stroller rental

Hours: 10:00-21:00 Mori Tower General Information 11:00-19:00 West Walk Information

TEL: 03-6406-6000 (11:00-19:00)

Direct line to the lost and found office: 03-6406-6697 (24h)





Rental services MAP P5

The Mori Tower general information desk (Mori Tower 2F) provides wheelchair and baby stroller rental services.

Hours: 10:00-20:00 (Please return by 20:30) *Eligible Users: Newborn to children under 22kg.

The user policy: Please present photo ID when applying(Driver License / Passport etc.)

*For use only within Roppongi Hills.

*There is only a limited number of wheelchairs/strollers available.

We appreciate your understanding.





Inquiry service for customers with hearing or speech disabilities (communication board) MAP P5

The Mori Tower general information desk (Mori Tower 2F) is equipped with a communication board to facilitate smooth communication with customers with hearing or speech disabilities. Inquiries by FAX are also accepted.

FAX: 03-6406-6485



Exclusive use parking lot MAPP14

This parking lot is reserved for wheelchair users.

P2 B2F: 6 vehicles, B3F: 4 vehicles, B4F: 3 vehicles





Wheelchair/Baby Stroller Rest Areas MAP P9

Along the slope on Roppongi Keyakizaka Dori, wheelchair and baby stroller rest areas are provided at several locations, so even visitors with disabilities and children can travel up the street with peace of mind.





Wheelchair-accessible elevators and escalators

Wheelchair-accessible elevators

These elevators are installed with handrails, mirrors, and information in Braille for wheelchair users and the visually impaired.

*Some elevators do not have Braille information.

Escalator with Wheelchair Access MAP P5/P7/P8/P9

The escalator connecting the 2nd floor of the West Walk (south side) with Roppongi Keyakizaka Dori is wheelchair friendly. When using the escalator, please push the side button to call a member of the staff.



& Multipurpose restrooms

Multipurpose restrooms for customers in wheelchairs or with children are available in each area. Toilets for persons with an ostomy are available in six locations within the complex.



[Toilet Facilities Index]

		Area Name	Floor		Wheel Handrail				0.1									
Map No.	Page				Wheel chair access	Right side folds up	Left side folds up	Note	Back support bar	(toilet for persons with an ostomy)	Large assistance seat	Baby stroller access	Baby changing table	Baby chair	Boys' urina l	Infant toilet	Changing board	Note (installation location, etc.)
1	P4		6F	Around the C elevator	•	Totas up	roids up		•	ostoniji		•	•	•			•	
2	P4	WEST WALK	5F	Around the N elevator	•	•			•	•		•	•	•			•	
3	P4			Around the N elevator	•		•		•			•	•	•	•		•	
4	P4			Around the C elevator	•	•			•			•	•	•			•	
5	P4		4F	Around the C elevator	•	•			•			•	•	•			•	
6	P4			Around the N elevator	•		•		•			•	•	•			•	
7	P4		3F	Around the C elevator	•		•		•			•	•	•				
8	P4			Next to the bridge	•		•		•			•	•	•			•	
9	P5		2F	Around the E elevator	•	•			•	•		•		•			•	
10	P5			Around the West Walk information desk	•		•		•			•	•	•				
11	P5			Around the general information desk	•	•			•		•	•	•	•				
12	P7		1F	Around the Security Control Center	•	•			•	•		•	•					
			B2F	In front of the S elevator (P2 parking lot)	•	•		On the right side only	•			•	•	•			•	
		MORI TOWER	B3F B4F	In front of the S elevator (P2 parking lot)	•	•		On the right side only	•			•	•	•			•	
				In front of the S elevator (P2 parking lot)	•	•		On the right side only	•			•	•	•			•	
13	P7		1F	Around the F elevator	•		•		•	•		•	•	•	•		•	
14	P7			Around the K elevator	•		•		•			•	•	•			•	
15	P7			Around the K elevator	•	•			•			•	•	•				
16	P8		B1F	Next to the nursing room	•	•			•			•	•	•			•	
17	P8	HILLSIDE		Next to the 📵 waiting room	•		•		•			•	•	•				
				P4 Lobby	•	•			•			•	•	•			•	
18	P9		B2F	In front of the break room for parents and children	•		•		•			•	•	•			•	
19	P9			Children's toilets are also available in front of the break room for parents and children											•	•		
20	P9			Around the coin lockers	•		•		•	•		•	•	•			•	
21	P7	KEYAKIZAKA	3F 2F	Residence B Tower, women's restroom side	•		•		•			•	•	•	•		•	
22	P7			Residence B Tower, men's restroom side	•	•			•			•	•	•				
23	P9			Keyakizaka Terrace	•		•		•			•	•	•			•	
24	P9		1F	Next to West Court	•		•		•	•		•	•	•				
25	P9			Around the P elevator, women's restroom side	•		•		•			•	•	•			•	
26	P9			Around the P elevator, men's restroom side	•	•			•			•	•	•			•	
27	P8			Gate Tower	•		•		•			•	•	•				
28	P5	METRO HAT/	2F	In front of the coin lockers	•			Attached on both the left and right sides	•			•	•	•				Manual door
29	P7		1F	In front of the P12 entrance	•			Attached on both the left and right sides	•			•	•	•				Manual door
30	P6	HOLLYWOOD PLAZA	B1F	Hollywood Beauty Plaza	•			Attached on both the left and right sides	•			•	•	•				Manual door
31	P6		B2F	Hollywood Beauty Plaza	•			Attached on both the left and right sides	•			•	•	•				Manual door
32	P6	NORTH TOWER	B1F	North Tower		•			•				•	•			•	

First Aid Room MAP P7

A first aid room is located in the Security Control Center (Mori Tower 1F) and can be used temporarily by people who feel ill or have been injured. The room is equipped with two beds, and a nurse is on standby. Please inform the nearest staff member if you wish to use this room.

Nurse on-duty hours: 11:00-20:00



Coin lockers

MAP P4/P5/P6/P9

Coin lockers are available in five locations.

- Metro Hat B1F
- ●WEST WALK 2F · 3F
- Hollywood Beauty Plaza 2F
- Keyakizaka Complex B2F



Family room MAP P9

A space where parents can take care of their children in a relaxed atmosphere free of charge is located at Hill Side B2F. Please feel free to use this room to rest from long walks and shopping.

Facilities: rest corner, breast-feeding corner, diaper changing corner, baby formula dispenser, microwave, play equipment, etc.

Hours: 10:00-21:00

For : children ages 0 to 6 years old (baby area: 0 to 2 years)



©photo by Ayumi Nakanishi



In addition to the rest area for parents and children, Roppongi Hills also has two nursing rooms. These can be used for breast-feeding infants, changing diapers, etc.

HILLSIDE B1F

- · Diaper changing corner · Breast feeding corner
- · Formula preparation equipment

WEST WALK 5F

· Private breast-feeding corner (available for one mother and child)

Hours: 11:00-21:00



Assistance dogs

Assistance dogs (seeing eye dogs, service dogs, hearing dogs) are allowed to accompany owners within the complex. Please bring your certification with you.

Access

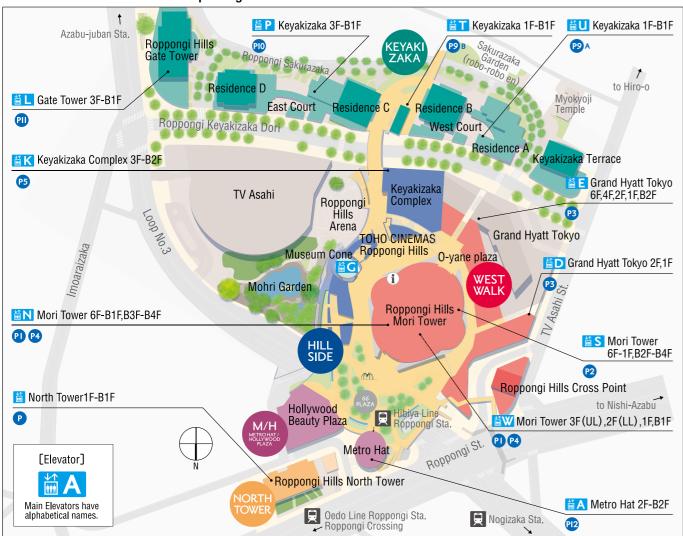
[By car]

Overview of parking facilities

Parking	Elevator for access to parking	Flat Parking/ Mechanical Parking	Location	Exclusive use parking lot
PI	≝N ≝W	Mechanical Parking	Roppongi Hills Mori Tower	
P2	≝ S	Flat Parking	Roppongi Hills Mori Tower	B2F:6 vehicles B3F:4 vehicles B4F:3 vehicles
P3	≝D ≝ E	Valet assisted mechanical parking	Grand Hyatt Tokyo	
P5	≝K	Mechanical Parking	Keyakizaka Complex	
P9 A	≝U	Flat Parking	Residence ABC	1 vehicle
Р9 В	≝T	Mechanical Parking	Residence ABC	
PIO	₽ P	Flat Parking	Residence ABC	1 vehicle
P11	≝ L	Mechanical Parking	Gate Tower	
P12	≝A		Hollywood Beauty Plaza	
P	Use by stairs only	Flat Parking	Roppongi Hills North Tower	

^{*}Elevators N & W are not available from 23:00 to 7:00. Please use the entrance to HILLSIDE B1F.

Nearest elevator and floor for car parking



[For those arriving by train]

- Tokyo Metro Hibiya Line Roppongi Sta.
- Toei Subway Oedo Line Roppongi Sta.
- Tokyo Metro Chiyoda Line Nogizaka Sta.
- Tokyo Metro Namboku Line Azabu-juban Sta. *Access to street level is provided at these exits by elevator
- 0 minutes from exit 1C (concourse is directly connected)
- 7-minute walk from elevator exit 7
- 13-minute walk from elevator exit 2
- 7-minute walk from elevator exit 5

Inclusion and Accessibility

Mori Art Museum • Museum

The Mori Art Museum (Mori Tower 53F) offers a variety of programs, including programs for people with hearing and visual impairments, as well as programs for parents and children.

Complimentary access: Free entry for those with a disability certificate and one accompanying caregiver.

TEL: 050-5541-8600 (Hello Dial, within Japan), +81-(0)47-316-2772 (from overseas) (9:00-20:00) Nearest elevator : G G S Official website : www.mori.art.museum/en/





Tokyo City View / Sky Deck Observation Deck

The indoor observatory Tokyo City View (Mori Tower 52F) has no steps and can be enjoyed by wheelchair users and those pushing strollers. Wheelchairs and strollers cannot be used on the Sky Deck (Rooftop Observation Deck).

Complimentary access: Free entry for those with a disability certificate and one accompanying caregiver.

TEL: 03-6406-6652 (10:00-20:00)

Nearest elevator : ≝G ≝S Official website : tcv.roppongihills.com/en/





Mori Arts Center Gallery Museum

A gallery on the 52nd floor a venue for exhibitions on a plethora of themes.

* Wheelchairs and baby strollers cannot be used depending on the exhibitions.

Complimentary access: Please inquire about admission for those with disability certificate.

TEL: 03-6406-6652 (10:00-20:00)

Nearest elevator: G G S Official website: macg.roppongihills.com/en/





Installation view: "HOKUSAI UPDATED", Mori Arts Center Gallery, 2019

Toho Cinemas Roppongi Hills Cinema Complex

Wheelchair spaces are available at all nine screens. Also, once a month (generally on Thursdays) the cinema hosts the "Baby Club Theater", a day when parents can comfortably watch movies with their infants and toddlers in attendance. Please contact us for further details.

Complimentary access: Discounts available for disability certificate holders *Please present your disability certificate

Nearest elevator: ≝K ≝H Official website: tohotheater.ip





Grand Hyatt Tokyo Hotel

Grand Hyatt Tokyo has accessible guest rooms.

TEL: 03-4333-1234

Room Reservations TEL: 0120-088-188

Official website: www.hyatt.com/en-US/hotel/japan/grand-hyatt-tokyo/tyogh



